

EXHIBIT "B"

Order



Step 5 of 6: Enter Your Emergency Calling Service Address

IMPORTANT INFORMATION REGARDING 911 DIALING: You must read and confirm your understanding of these differences.

Lingo's Emergency Calling Service feature is significantly different from traditional 911 or E911 service in the following ways:

• **Signup for Emergency Calling Service / 911 Dialing**

Lingo will automatically sign you up for Emergency Calling Service with the address you enter below. Giving us of your physical address is the only way to locate the appropriate PSAP serving the area at your current physical location. If you move or travel with the Lingo adaptor for an extended period, you should change your Emergency Calling Service address to ensure your call is routed to the appropriate PSAP. If you have not changed your address and dial 911 it is very important to inform the operator of your exact location. It is important to keep your physical address current on your Lingo account. If you need to change this address, you can edit your customer profile in the online account management section.

• **Length of time for Emergency Calling Service to be activated or changed**

When you sign up for Lingo or make changes to your Emergency Calling Service, it takes up to three business days for the service to be activated or the change to take effect.

• **How Lingo's Emergency Calling Service works**

Simply dial 911 in the case of an emergency and Lingo routes your phone call to the Public Service Answering Point (PSAP), which provides emergency services in your area. The appropriate PSAP is determined by the physical address you supply below. Therefore, if we do not have the correct address, your call cannot be routed to the corresponding PSAP for your area and could delay the required emergency services. The PSAP or Public Service Answering Point is the agency that takes emergency calls and routes them to the appropriate emergency service.

• **Differences between the 911 services on a traditional phone and Emergency Calling Service**

The difference between Lingo Emergency Calling Service and traditional 911 service is that the Lingo Voice over IP call will be routed to the PSAP's general access line, which is different from the 911 Emergency Response Center. You will need to state the nature of your emergency promptly and clearly, **including your location and telephone number, as PSAP personnel will not have this information at hand.** PSAP personnel will take necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance and/or a fire truck.

• **911/Emergency Service Unavailability**

Emergency Calling Service will be unavailable if there is a power outage, broadband service outage, if your account is suspended or other reasons.

• **Emergency Calling Service availability with an international phone number**

If you chose an international number earlier in the order process, when you dial 911 the call will be routed to a general Emergency Services center instead of a local PSAP. As always, it is important to be prepared to provide your physical address and a U.S. phone number where the operator can reach you.

For more details refer to the Lingo Terms and Conditions.

Do not enter a Post Office Box address.

House #:	<input type="text"/> *
Street Name:	<input type="text"/> *
Street Suffix:	Select Street Suffix <input type="button" value="v"/> *
Street Direction:	Make Selection <input type="button" value="v"/>
Street 2:	<input type="text"/>
City:	<input type="text"/> *
State:	Select State <input type="button" value="v"/> *
Zip:	<input type="text"/> *
Zip+4:	<input type="text"/>

☐ I have read the above and understand that Lingo's Emergency Calling Service is significantly different from traditional 911 or E911 service.

Previous

Continue

EXHIBIT "C"



April 6, 2005

An Important Notice Regarding Emergency Calling Service in New York City

Dear Customer,

Lingo works with a third-party vendor to provide you and other customers an Emergency Calling Service ("ECS") feature that is not the same as traditional "911 service." The differences between the two are presented in the Lingo "Terms and Conditions" (which can be found at www.Lingo.com). An important difference is that when you dial "911" using Lingo, your call is routed (based on the address you have provided) to an administrative number of a Public Safety Answering Point ("PSAP"), which attempts to route the call to the appropriate emergency service.

The City of New York (which includes the Bronx, Brooklyn, Manhattan, Queens and Staten Island) has informed our vendor that it is not authorized to direct VoIP clients' calls to these administrative numbers. The City does not believe that it is capable of supporting calls that are directed to these administrative numbers and has asked that emergency calls not be routed to these administrative numbers. The City has asked the vendor to develop a solution that allows such emergency calls to be routed through the City's traditional 911 infrastructure, which enables emergency call queuing, routing of calls to trained 911 operators, and automatic transmission of calling number and location. Our vendor has informed us that it is working with the City and the local carrier for traditional phone service, Verizon, to solve this problem and that a solution may be available by mid-July.

We want to make sure that you are aware that you and anyone else using your Lingo service may not have access to Emergency Calling Services in New York City using Lingo. While a test call may go through, we have been advised that it is not sufficiently reliable at this time. **Therefore, you should not rely on your Lingo service for emergencies that require you to dial 911 using Lingo, and ask that you inform everyone in your household as well.**

Customer satisfaction is our priority. If Lingo (under the current situation regarding access to ECS) no longer meets your needs, please send us an email at Lingo911@lingosupport.com or call us at 1-866-881-2874. If you elect to cancel your Lingo service under these circumstances, we will NOT charge you the customary cancellation fee.

We will advise you promptly via letter or email when this ECS issue in New York City has been successfully resolved. We regret any inconvenience this may have caused you.

Sincerely,

Lingo Customer Care
1-866-881-2874
Lingo911@lingosupport.com



[Home Plans](#)

[Office Plans](#)

[International Plans](#)

[How It Works](#)

RETAIL ACTIVATION

Have you already purchased a Lingo compatible router?

[CLICK HERE](#)

Order



Step 5 of 6: Enter Your Emergency Calling Service Address

IMPORTANT INFORMATION REGARDING 911 DIALING: You must read the following consumer advisory and confirm your understanding of these terms.

Lingo's Emergency Calling Service feature is significantly different from traditional 911 or E911 service in the following ways:

• Registering your Location for Emergency Calling Service/911 Dialing with Lingo

Lingo will automatically sign you up for Emergency Calling Service with the address you enter below. Giving Lingo your physical address is the only way to locate the appropriate Public Safety Answering Point (PSAP) serving the area at the physical location where your Lingo service will first be used.

• Changing your Emergency Calling Service Address

It is important to keep the address where you will be using the Lingo service current on your Lingo account. If you move or travel with the Lingo adapter, you must change your Emergency Calling Service address with Lingo to ensure your call is routed to the appropriate PSAP. See "Length of Time for Activating Emergency Calling Service or Updating Emergency Calling Service Address" below for more information. If you dial 911 and you have not updated your Emergency Calling Service address in a timely manner, you may not receive the emergency services you require. However, when you call, it is very important to inform the operator of your exact location.

If you need to change your Emergency Calling Service address at any time, you can edit your customer profile in the online account management section or contact Lingo at 1-888-546-4699. There is no charge for changing or updating your Emergency Calling Service address and you may make as many changes to your Emergency Calling Service address as necessary.

• Length of Time for Activating Emergency Calling Service or Updating Emergency Calling Service Address

When you sign up for Lingo or make changes to your Emergency Calling Service address, it takes up to three (3) business days for the service to be activated or the change to take effect.

• How Lingo's Emergency Calling Service Works

Simply dial 911 in the case of an emergency and Lingo will route your phone call to the PSAP that provides emergency services in your area. The appropriate PSAP is determined by the physical location of your Emergency Calling Service address. Therefore, if the Emergency Calling Service address is not the physical location where the Lingo service is being used, your call cannot be routed to the corresponding PSAP for your area and may prevent you from receiving the emergency services you require. The PSAP or Public Safety Answering Point is the agency that takes emergency calls and routes them to the appropriate emergency service.

• Differences Between 911 Service on a Traditional Phone and Lingo's Emergency Calling Service

The difference between Lingo's Emergency Calling Service and traditional 911 service is that the Lingo VoIP call will be routed to the PSAP's general access line, which is different from the 911 Emergency Response Center. You will need to state the nature of your emergency promptly and clearly, including your location and telephone number, as PSAP personnel will not have this information at hand. PSAP personnel can help you effectively and will take necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance and/or a fire truck.

• 911/Emergency Service Unavailability

Emergency Calling Service will be unavailable under certain circumstances, including but not limited to, if there is a power outage, broadband service outage, relocation of the Lingo adapter, and delays that may occur in updating your Emergency Calling Service address.

• Emergency Calling Service Availability with an International Phone Number

If you chose an international number earlier in the order process, when you dial 911, the call will be routed to a general Emergency Services center instead of a local PSAP, which will increase the response time of any emergency service provider. As always, it is important to be prepared to provide your physical address and a U.S. phone number where the operator can reach you.

By clicking "I Accept" below, I acknowledge that I have read and understand this 911 Advisory. I agree and understand that I am obligated to keep my Emergency Calling Service address current with Lingo, and may do so by either contacting Lingo at 1-888-546-4699 or updating my profile in the account online management.

☐ I ACCEPT

Emergency Calling Service Address

Do not enter a Post Office Box address.

Street Address:

Street Address 2:

City:

State:

Zip:

[Previous](#)

[Continue](#)

911 Advisory Acknowledgement

IMPORTANT INFORMATION REGARDING 911 DIALING: As you may be aware, there are important differences between Lingo Emergency Calling Service and traditional 911 or E911 service. Even though Lingo automatically signed you up for our Emergency Calling Service and provided this information previously, due to a recently announced FCC 911 ruling, we are required to ensure that you acknowledge your understanding of these differences. **You must read the following consumer advisory and confirm your understanding of these terms.**

Lingo's Emergency Calling Service feature is significantly different from traditional 911 or E911 service in the following ways:

• **Registering your Location for Emergency Calling Service/911 Dialing with Lingo**

Lingo automatically signed you up for Emergency Calling Service when you initially ordered your VoIP phone service. There was a screen that prompted you to enter the physical address where your service is located, you will confirm that address on the next page. Giving Lingo your physical address is the only way to locate the appropriate Public Safety Answering Point (PSAP) serving the area at the physical location where your Lingo service will be used.

• **Changing your Emergency Calling Service Address**

It is important to keep the address where you will be using the Lingo service current on your Lingo account. If you move or travel with the Lingo adapter, you must change your Emergency Calling Service address with Lingo to ensure your call is routed to the appropriate PSAP. See "Length of Time for Activating Emergency Calling Service or Updating Emergency Calling Service Address" below for more information. If you dial 911 and you have not updated your Emergency Calling Service address in a timely manner, you may not receive the emergency services you require. However, when you call, it is very important to inform the operator of your exact location.

If you need to change your Emergency Calling Service address at any time, you can edit your customer profile in the online account management section or contact Lingo at 1-888-546-4699. There is no charge for changing or updating your Emergency Calling Service address and you may make as many changes to your Emergency Calling Service address as necessary.

• **Length of Time for Activating Emergency Calling Service or Updating Emergency Calling Service Address**

When you make changes to your Emergency Calling Service address, it takes up to three (3) business days for the change to take effect.

• **How Lingo's Emergency Calling Service Works**

Simply dial 911 in the case of an emergency and Lingo will route your phone call to the PSAP that provides emergency services in your area. The appropriate PSAP is determined by the physical location of your Emergency Calling Service address. Therefore, if the Emergency Calling Service address is not the physical location where the Lingo service is being used, your call cannot be routed to the corresponding PSAP for your area and may prevent you from receiving the emergency services you require. The PSAP or Public Safety Answering Point is the agency that takes emergency calls and routes them to the appropriate emergency service.

• **Differences Between 911 Service on a Traditional Phone and Lingo's Emergency Calling Service**

The difference between Lingo's Emergency Calling Service and traditional 911 service is that the Lingo VoIP call will be routed to the PSAP's general access line, which is different from the 911 Emergency Response Center. You will need to state the nature of your emergency promptly and clearly, **including your location and telephone number, as PSAP personnel will not have this information at hand.** PSAP personnel can help you effectively and will take necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance and/or a fire truck.

• **911/Emergency Service Unavailability**

Emergency Calling Service will be unavailable under certain circumstances, including but not limited to, if there is a power outage, broadband service outage, relocation of the Lingo adapter, and delays that may occur in updating your Emergency Calling Service address.

• **Emergency Calling Service Availability with an International Phone Number**

If you have an international number as your primary Lingo phone number, when you dial 911, the call will be routed to a general Emergency Services center instead of a local PSAP, which will increase the response time of any emergency service provider. As always, it is important to be prepared to provide your physical address and a U.S. phone number where the operator can reach you.

By clicking "I Accept" below, I acknowledge that I have read and understand this 911 Advisory. I agree and understand that I am obligated to keep my Emergency Calling Service address current with Lingo, and may do so by either contacting Lingo at 1-888-546-4699 or updating my profile in the account online management.

☐ I ACCEPT 

[Click here to complete this later.](#)

EXHIBIT "F"



John Smith
123 Main Street
McLean, VA 22102

Dear John Smith,

Thank you for choosing Lingo. In a continued effort to improve our service, we want to take this opportunity to provide important reminders about Lingo's Emergency Calling Service. Your safety is important to us!

As you may be aware, the Federal Communications Commission (FCC) recently gave VoIP phone services guidelines for 911 dialing and emergency calling services. We want to assure you Lingo is taking necessary action for compliance with the FCC's requirements. In the coming months we will be making several improvements to our Emergency Calling Service, including the way calls to 911 are routed and increasing the information provided to operators. Keep an eye out for more information about these changes.

When you signed up for Lingo, you were automatically enrolled in our Emergency Calling Service. You also designated an address where the Lingo adapter would be physically located; this address was used to determine the Public Safety Answering Point where your 911 calls should be sent. Unlike traditional phone service, you can move VoIP phone service or have phone numbers from other states and countries. As such it is very important that you always provide Lingo with the current physical address of your Lingo adapter. Furthermore, it is also important that you are aware of the differences between Lingo's Emergency Calling Service and E911 or 911 services.

In this package, you will find the following:

1. An information guide to Lingo Emergency Calling Service.
2. A warning label provided in accordance with the FCC regulation. We ask that you place them on your Lingo adapter and phone if your adapter is in a non-visible location.
3. Phone stickers to be placed on your phone to provide visible 911 dialing instructions and address information in case of an emergency. Please fill in the address and place these stickers on your phones for added safety.

In the next few days, you will also receive an important email that requires you to verify the current address where Lingo is being used and re-acknowledge that you have reviewed the terms and conditions associated with your Emergency Calling Service. **It is extremely important that you carefully review this information and respond immediately. If you do not respond immediately your Lingo service may be suspended until we receive the acknowledgement.**

If you have additional questions regarding Lingo Emergency Calling Service, please go to www.lingo.com and refer to the terms and conditions section on Emergency Calling Service or contact Lingo Customer Care at customercare@lingo.com or 1-888-546-4699.

Thank you!
Lingo

EXHIBIT "G"

How do I dial Emergency Calling Service using Lingo VoIP service?

Simply dial 911 in the case of an emergency and your call will be connected to the Emergency Calling Service.



Be prepared to:

- 1) State the nature of your emergency,
- 2) Your location,
- 3) Your telephone number.

Educate everyone in your family, babysitters, friends and colleagues what to do in an emergency situation!

Give clear instructions on what to do in case of an emergency and be sure to provide dialing instructions. Keep your address near each phone, using the Lingo provided stickers. For additional safety, you should always have emergency contact information available for your local fire station, police department, ambulance, hospital and poison control center near your phone. You can find these numbers in your local phone book!

To print out additional Lingo Emergency Calling Service stickers, go to www.lingosupport.com.

For more information or assistance regarding your Emergency Calling Service:

Lingo Customer Care:
1-888-Lingo-99
customer care@lingo.com



www.lingo.com



Lingo Emergency Calling Service



IMPORTANT: Please carefully review the important information and warnings regarding the differences between Lingo Emergency Calling Service and traditional E911 contained in the brochure.

EXHIBIT "G"

About Lingo's Emergency Calling Service

Lingo routes your Voice over IP (VoIP) 911 call to the Public Safety Answering Point (PSAP), which provides emergency services in your area. The appropriate PSAP is determined by the address you have supplied Lingo. It is important to make sure this address is where your Lingo adapter is located, as your call will be routed to the corresponding PSAP for your area and any incorrect information could delay the required emergency services.

Note: The PSAP or Public Safety Answering Point is the agency that takes emergency calls and routes them to the appropriate emergency service such as police, fire and medical.

Differences between traditional 911 and Lingo's Emergency Calling Service

Lingo VoIP calls will be routed to the PSAP's general access line, which is different from the 911 Emergency Response Center. You will need to state the nature of your emergency promptly and clearly, including your location and telephone number, as PSAP personnel will not have this information at hand. PSAP personnel can help you effectively and will take necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance and/or a fire truck.

WARNING! Lingo is VoIP phone service. E911 service may be limited or unavailable. Alternative emergency calling service may be available so long as: no power outages, no broadband outages and the physical location of this phone adapter has been updated with Lingo.

Managing Your Emergency Calling Service

Lingo automatically signed you up for Emergency Calling Service when you initially ordered your VoIP phone service. There was a screen that prompted you to enter the physical address where your service is located. If you ever need to change this address, you can edit your customer profile in the online account management section.

How to View/Modify Emergency Calling Service Information

- 1) Go to www.lingo.com
- 2) Login to your account with your username and password
- 3) Go to Edit Profile to view Emergency Calling address
- 4) Click on Update to modify your designated Lingo service address
- 5) Click on Apply

Important: It will take up to three business days for the service address to be updated in Emergency Calling Service systems and any emergency calls will be routed to the PSAP for the previous address.

WARNING! If you travel/move with the Lingo adapter for an extended period, you should change your Emergency Calling Service address. This will ensure your call is routed to the appropriate PSAP. If you have not changed your address and dial 911 it is very important to inform the operator of your exact location.

Frequently Asked Questions and Answers

Why do I have to give you my physical address?

Unlike landline phone service, Lingo phone service is portable and many of our customers take advantage of this great feature. Notifying us of your physical address is the only way to locate the appropriate Public Safety Answering Point (PSAP) serving the area at your current physical location. It is important to keep your physical address current on your Lingo account.

Is it possible for Emergency Calling Service to be unavailable?

Yes. Emergency Calling Service will be unavailable under certain circumstances, including but not limited to, if there is a power outage, broadband service outage, relocation of the Lingo adapter, and delays that may occur in updating your Emergency Calling Service address.

Do I need to test 911 Dialing?

No, the Lingo team has already done significant testing to ensure Emergency Calling Services operate correctly with Lingo's VoIP service. If you do choose to test 911 dialing, please do so only one time and inform the PSAP operator it is not an emergency.


Is Emergency Calling Service (911 dialing) available if I have an international phone number?

Yes. Dialing 911 will work if you have an international phone number. As always, it is important to be prepared to provide your physical address and a U.S. phone number where the operator can reach you when dialing 911.

For more frequently asked questions and answers, go to www.lingosupport.com.

EXHIBIT "H"

Place **WARNING** stickers on the Lingo adapter and your phone.

**WARNING**


This is VoIP phone service. E911 service may be limited or unavailable.

IMPORTANT: Lingo emergency calling service/911 might not be available under certain circumstances, including but not limited to:

- During an electrical power outage.
- During a broadband Internet service outage.

IMPORTANT: If the designated physical location of your Lingo service is different than the location of the Lingo phone adapter, emergency calls will be routed to the PSAP for the designated address. This will result in the delay or unavailability of the required emergency service.

To verify or change your Lingo Emergency Calling Service address, login to your Lingo account at www.lingo.com and go to Edit Profile.

**WARNING**

This is VoIP phone service. E911 service may be limited or unavailable.

IMPORTANT: Lingo emergency calling service/911 might not be available under certain circumstances, including but not limited to:

- During an electrical power outage.
- During a broadband Internet service outage.

IMPORTANT: If the designated physical location of your Lingo service is different than the location of the Lingo phone adapter, emergency calls will be routed to the PSAP for the designated address. This will result in the delay or unavailability of the required emergency service.

To verify or change your Lingo Emergency Calling Service address, login to your Lingo account at www.lingo.com and go to Edit Profile.

Fill in the "Provide Address" section with the physical address of the Lingo adapter/service and place stickers only on phones using Lingo phone service.

EMERGENCY
Police • Fire • Medical
Dial 9-1-1

Provide Address:

WARNING! E911 Service may be limited or unavailable

EMERGENCY
Police • Fire • Medical
Dial 9-1-1

Provide Address:

WARNING! E911 Service may be limited or unavailable

EMERGENCY
Police • Fire • Medical
Dial 9-1-1

Provide Address:

WARNING! E911 Service may be limited or unavailable

IMPORTANT NOTICE FOR LINGO CONSUMERS. The **WARNING** sticker provided to the left **MUST** be prominently affixed to the Lingo phone adapter and in a location where a caller using this telephone will be able to see and read **WARNING**. Failure to affix may result in the caller not knowing that he/she may not be able to reach 911 in the event of an emergency. If you have any questions about Lingo's Emergency Calling Service, please call 1-888-Lingo99. Please remove all stickers promptly in the event you cancel your Lingo VoIP Service.

EXHIBIT "I"



The talk of broadband

7901 Jones Branch Drive
Suite 900
McLean, VA 22102

Important documents regarding your Lingo
Emergency Calling Service. Please read.

EXHIBIT "J"



The talk of broadband

7901 Jones Branch Drive
Suite 900
McLean, VA 22102

Important 911 Service Warning
Action required by 8/29/05

EXHIBIT "K"

From: Lingo911@corp.lingo.com
To: Customer@isp.com
Subject: Important: Lingo 911 Information
Date: 7/27/2005

Dear Laura,

Thank you for choosing Lingo. In a continued effort to improve our service, we want to take this opportunity to provide important information about Lingo's Emergency Calling Service. Your safety is important to us!

IMPORTANT: As you may be aware, there are important differences between our Emergency Calling Service and traditional 911 or e911 service. Even though Lingo automatically signed you up for our Emergency Calling Service and provided this information previously, due to a recently announced FCC 911 ruling, we are required to ensure that you acknowledge your understanding of these differences. To continue to provide you with your Lingo service, please login to your online account management tool to review this feature and acknowledge your understanding. The FCC requires that we receive this acknowledgement on or before July 29, 2005.

If you forgot your online account password, we cannot send it to you for security purposes, but you can easily reset it. You will need your username and password hint and answer to reset your password. Go to the account login page and click "Forgot your password?" to create a new password. You can then login to your Lingo account with your username and new password to acknowledge your understanding of our Emergency Calling Service feature.

Please note, if you have multiple Lingo accounts you must acknowledge that you have read and understand the 911 Advisory for each account separately.

Thank you,

Lingo

EXHIBIT "L"

From: Lingo911@corp.lingo.com
To: Customer@isp.com
Subject: Respond by 8/29/05: Important Lingo 911 Notification
Date: 8/3/2005

Dear Laura,

Lingo's Emergency Calling Service is different from traditional 911 or E911. Even though Lingo automatically signed you up for our Emergency Calling Service, due to a recently announced ruling by the U.S. Federal Communications Commission (or FCC), we are required to ensure that you acknowledge your understanding of these differences and verify your Emergency Calling Service address by August 29, 2005. If we do not receive your acknowledgement by August 29, 2005, we will be expected by the FCC to suspend your Lingo service until such acknowledgement is received. Please login to your online account management tool at www.lingo.com to review this feature and acknowledge your understanding as soon as possible.

If you forgot your online account password, we cannot send it to you for security purposes, but you can easily reset it using the information below. You will need your username and password hint and answer to reset your password. Go to the account login page and click "Forgot your password?" to create a new password. You can then login to your Lingo account with your username and new password to acknowledge your understanding of our Emergency Calling Service.

Please note, if you have multiple Lingo accounts you must acknowledge that you have read and understand the 911 Advisory for each account separately.

Go to Lingo.com today and click Login to complete the acknowledgement. We look forward to receiving your acknowledgement and continuing to provide you with all of the features and functionality of the Lingo service. Thank you for choosing Lingo.

Sincerely,
Lingo

REF: ECSADV2_080205

EXHIBIT "M"

Voicemail script:

Hello. This is an important voicemail from Lingo regarding your Emergency Calling Service. Your immediate action is required to ensure your Lingo service is not suspended. Please listen to the following instructions for more information.

Lingo's Emergency Calling Service is different from traditional 911 or E911. Even though Lingo automatically signed you up for our Emergency Calling Service, due to a recent ruling by the U.S. Federal Communications Commission, the FCC, Lingo is required to make certain that you acknowledge your understanding of these differences and verify your Emergency Calling Service address no later than August 29th. ***If we do not receive your acknowledgement by August 29th, we will be expected by the FCC to suspend your Lingo service until such acknowledgement is received.***

Take action now. Login into your account at www.lingo.com to review the Emergency Calling Service feature, acknowledge your understanding and verify your address.

If you have multiple Lingo accounts you must acknowledge that you have read and understand the 911 Advisory for each account separately.

If you have already provided Lingo with your acknowledgement, please disregard this message.

And thank you for choosing Lingo.

EXHIBIT "N"

IVR Script

Due to the recently announced ruling by the US Federal Communications Commission, Lingo is required to make certain that all of our customers acknowledge their understanding of the differences between Lingo's emergency calling service and traditional 911 or E-911 service no later than August 29th, 2005. If you have not already completed your online acknowledgement and address verification at www.lingo.com, please do this immediately! If we do not receive your acknowledgement by August 29th, we will be expected by the FCC to suspend your service.

To take action now, log in to your account at www.lingo.com. Unfortunately we cannot accept acknowledgements by phone. Thank you for your prompt response.

EXHIBIT "O"

- 1000: Thank you for calling the VoiceLog verification system.
- 1002: Please enter your representative identification number, followed by the # key.
- 1003: Please enter your contact phone number, beginning with the area code, and then press the # key.
- 1004: The number you have entered is: _____.
- 1015: To continue, press 1.
- 1017: To correct, press 2.
- 1006: Customer, the next three questions are for you. At the tone, please state your name and address, then press the # key.
- 1100: To confirm that you are over 18 and an authorized decision maker for this telephone number, please state your birth date, then press the # key.
- 1101: Please listen to this important consumer advisory about Lingo's Emergency Calling Service. You will be required to verbally confirm your understanding of these terms before proceeding with your order. Lingo automatically signs you up for emergency calling service when you place your order. Emergency calling service is significantly different from traditional 911 or E911 service. If you dial 911 Lingo will route your call to the public safety answering point or PSAP that provides emergency services in your area. The appropriate PSAP is determined by the physical location of the emergency calling service address you provide to Lingo. Therefore, if the emergency calling service address is not the physical location where the Lingo service is being used, your call cannot be routed through the PSAP for your area and may prevent you from receiving emergency services. It is important to keep the address where you will be using the Lingo service current. If you move or travel with your Lingo adapter you must change your emergency calling service address with Lingo to ensure your call is routed to the appropriate PSAP. If you dial 911 and you have not updated your emergency calling service address you may not receive the emergency services you require. If you do call 911 and your address has not been updated it is very important to inform the operator of your exact location. It takes up to three business days for emergency calling services to be initially activated or for address changes to take effect. If you need to change your emergency calling service address, log into your account at lingo.com or call 1-888-546-4699. There is no charge for changing or updating your emergency calling service address and you may make as many changes to your address as necessary. The difference between Lingo's emergency calling service and the traditional 911 service is that the Lingo call will be routed through the PSAP's general access line, which is different from the 911 emergency response center. You will need to state the nature of your emergency promptly and clearly, including your location and telephone number, as PSAP personnel will not have this information at hand. PSAP personnel will take the necessary steps to provide you with the appropriate assistance.

EXHIBIT "O"

Emergency calling service will be unavailable under certain circumstances including but not limited to if there is a power outage, broadband service outage, relocation of the Lingo adapter, and delays that may occur in updating your emergency calling service address in the appropriate database. If you choose an international number as your primary Lingo phone number, when you dial 911 this call will be routed to a general emergency services center instead of a local PSAP which will increase the response time of any emergency service provider. As always, it is important to be prepared to provide your physical address and a US phone number where the operator can reach you. You must now acknowledge that you have and understand this 911 advisory and that you agree and understand that you are obligated to keep your emergency calling service address current with Lingo. If you agree to and understand this advisory and its terms, please say "yes" after the tone, then press the # key.

1001: The identification number is: _____.

1016: To repeat, press 1.

1045: To exit the system, press 2.

1013: Thank you for choosing the VoiceLog verification system.



EXHIBIT "P"

John Smith
123 Main Street
McLean, VA 22102

Attention: Your response is required by 8/29/05. Please go to www.lingo.com today.

Dear John Smith,

Lingo cares about your safety and we want to make sure you are fully informed about dialing 911 with our alternative Lingo Emergency Calling Service.

Even though Lingo automatically signed you up for our Emergency Calling Service, due to a recently announced ruling by the U.S. Federal Communications Commission (FCC), we are required to ensure that you acknowledge your understanding of these differences and verify your Emergency Calling Service address by August 29, 2005. ***If we do not receive your acknowledgement by August 29, 2005, we will be expected by the FCC to suspend your Lingo service until such acknowledgement is received.*** Please login to your online account management tool to at www.lingo.com to review this feature and acknowledge your understanding as soon as possible.

It is important to understand that there are critical differences between your alternative 911 Lingo Emergency Calling Service and E-911 service with traditional phone service. To help you better understand these differences and how your Lingo Emergency Calling Service works, we have included in this an information pack containing the following:

1. **Information guide:** Provides details on the differences between Lingo Emergency Calling Service and E-911 service, how it works, how to view/modify your information and frequently asked questions and answers.
2. **Warning labels:** To be placed on your adapter and phone; provided in accordance with the FCC regulation. We ask that you place them on your Lingo adapter and phone if your adapter is in a non-visible location.
3. **Phone stickers:** To be placed on your phone to provide visible 911 dialing instructions and address information in case of an emergency. Please fill in the address and place these stickers on your phones for added safety.

Please note, if you have multiple Lingo accounts you must acknowledge that you have read and understand the 911 Advisory for each account separately.

We look forward to receiving your acknowledgement and continuing to provide you with all of the features and functionality of your Lingo service. If you have additional questions regarding Lingo Emergency Calling Service, please go to www.lingo.com and refer to the terms and conditions section on Emergency Calling Service or contact Lingo Customer Care at customercare@lingo.com or 1-888-546-4699.

Thank you for choosing Lingo.

Sincerely,
Lingo